

# D.C. Office on Aging

www.dcoa.dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$20,421,931	\$20,701,769	\$21,140,833	2.1
Operating FTEs	23.3	26.0	26.0	0

The mission of the Office on Aging is to provide advocacy, health, education, employment, and social services to District residents aged 60 and older so they can live longer and maintain independence, dignity and choice.

Established as a separate government agency in 1975 by D.C. Law 1-24, the D.C. Office on Aging (DCOA) provides a framework of support and service to District seniors. In FY 2005 DCOA will continue to focus on providing these services in alignment with the Citywide Strategic Priority area of Strengthening Children, Youth, Families, and Elders.

The Office on Aging funds 25 different types of services for the dependent, semi-dependent, and independent elderly through grants and contracts to community based non-profit agencies and for-profit providers. There are 92,313 seniors in the District of Columbia, which represents about 16% of the total District population. During FY 2003, this office provided 81,011 service contacts to 48,968 District seniors.

DCOA advocates on behalf of seniors and oversees a comprehensive and coordinated network of senior health and social services. It organizes community forums, outreach activities, and focus groups to inform senior citizens about the quality of services and programs, and the need to expand or modify current programs. In FY 2005 DCOA will continue to promote healthy, inde-

pendent senior lifestyles and sensitize the public about the aging process. In addition, the agency will continue to produce special events, brochures, and a monthly newsletter in the Senior Beacon called "Spotlight on Aging."

DCOA also works closely with the service providers of the "Senior Service Network." The Network includes a nursing home, two group homes, a community residential facility, six lead agencies, 15 multi-purpose senior centers, 56 nutrition centers, assessment and case management sites, geriatric day care programs, literacy sites, the long-term care ombudsman program, programs for homemaker services, home delivered meals, a shelter for the abused and exploited seniors, a senior center for the elderly homeless, a transportation system, and three wellness centers. DCOA provides two direct services-information and assistance, and senior employment.

DCOA administers the provisions of the Federal Older Americans Act as amended, (P.L. 100-175) monitors and assesses the service delivery system operated by the community-based non-profits on a regular basis under performance based grants, and coordinates activities with the

## Funding by Source

Tables BY0-1 and 2 shows the sources of funding and FTEs by fund type for the Office on Aging.

Table BY0-1

### FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Local Fund	14,146	14,040	14,753	14,740	-14	-0.1
<b>Total for General Fund</b>	<b>14,146</b>	<b>14,040</b>	<b>14,753</b>	<b>14,740</b>	<b>-14</b>	<b>-0.1</b>
Federal Grant	5,399	6,106	5,669	6,151	483	8.5
<b>Total for Federal Resources</b>	<b>5,399</b>	<b>6,106</b>	<b>5,669</b>	<b>6,151</b>	<b>483</b>	<b>8.5</b>
Private Grant Fund	9	0	0	0	0	0.0
<b>Total for Private Funds</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>
Intra-District Fund	270	276	280	250	-30	-10.7
<b>Total for Intra-District Funds</b>	<b>270</b>	<b>276</b>	<b>280</b>	<b>250</b>	<b>-30</b>	<b>-10.7</b>
<b>Gross Funds</b>	<b>19,824</b>	<b>20,422</b>	<b>20,702</b>	<b>21,141</b>	<b>439</b>	<b>2.1</b>

Table BY0-2

### FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
<b>General Fund</b>						
Local Fund	17	17	14	14	0	0.0
<b>Total for General Fund</b>	<b>17</b>	<b>17</b>	<b>14</b>	<b>14</b>	<b>0</b>	<b>0.0</b>
<b>Federal Resources</b>						
Federal Grant	7	5	9	9	0	0.0
<b>Total for Federal Resources</b>	<b>7</b>	<b>5</b>	<b>9</b>	<b>9</b>	<b>0</b>	<b>0.0</b>
Intra-District Fund	1	1	3	3	0	0.0
<b>Total for Intra-District Funds</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>25</b>	<b>23</b>	<b>26</b>	<b>26</b>	<b>0</b>	<b>0.0</b>

## Expenditures by Comptroller Source Group

Table BY0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table BY0-3

### FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

Comptroller Source Group	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
11 Regular Pay - Cont Full Time	1,165	1,189	1,426	1,447	21	1.5
12 Regular Pay - Other	89	105	0	0	0	0.0
13 Additional Gross Pay	28	25	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	204	211	229	234	5	2.2
<b>Subtotal Personal Services (PS)</b>	<b>1,486</b>	<b>1,531</b>	<b>1,655</b>	<b>1,681</b>	<b>26</b>	<b>1.6</b>
20 Supplies And Materials	27	23	52	48	-4	-7.1
30 Energy, Comm. And Bldg Rentals	24	27	27	30	3	12.2
31 Telephone, Telegraph, Telegram, Etc	44	36	23	35	12	53.4
32 Rentals - Land And Structures	17	20	50	0	-50	-100.0
33 Janitorial Services	0	2	16	17	1	8.2
34 Security Services	31	19	22	24	2	9.6
35 Occupancy Fixed Costs	0	0	0	36	36	100.0
40 Other Services And Charges	115	115	94	195	101	107.4
41 Contractual Services - Other	4,956	5,142	5,232	4,770	-461	-8.8
50 Subsidies And Transfers	13,025	13,424	13,430	14,153	723	5.4
70 Equipment & Equipment Rental	99	83	102	151	49	48.3
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>18,338</b>	<b>18,891</b>	<b>19,047</b>	<b>19,460</b>	<b>413</b>	<b>2.2</b>
<b>Total Proposed Operating Budget</b>	<b>19,824</b>	<b>20,422</b>	<b>20,702</b>	<b>21,141</b>	<b>439</b>	<b>2.1</b>

D.C. Commission on Aging and other organizations to ensure that resources are used effectively.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Improve the quality of programs as measured by the percent of providers meeting standardized performance outcomes.
- By FY 2005, 25 percent of providers will meet or exceed performance outcomes.
- Improve access to consumer information and assistance for District seniors in the areas of employment, education, and health and social services within DCOA as measured by customer surveys, job placements, number of people served or percent of population served, and number of wellness centers.
  - By FY 2005, 50 percent of Office on

Aging brochures and directories will be translated into three languages.

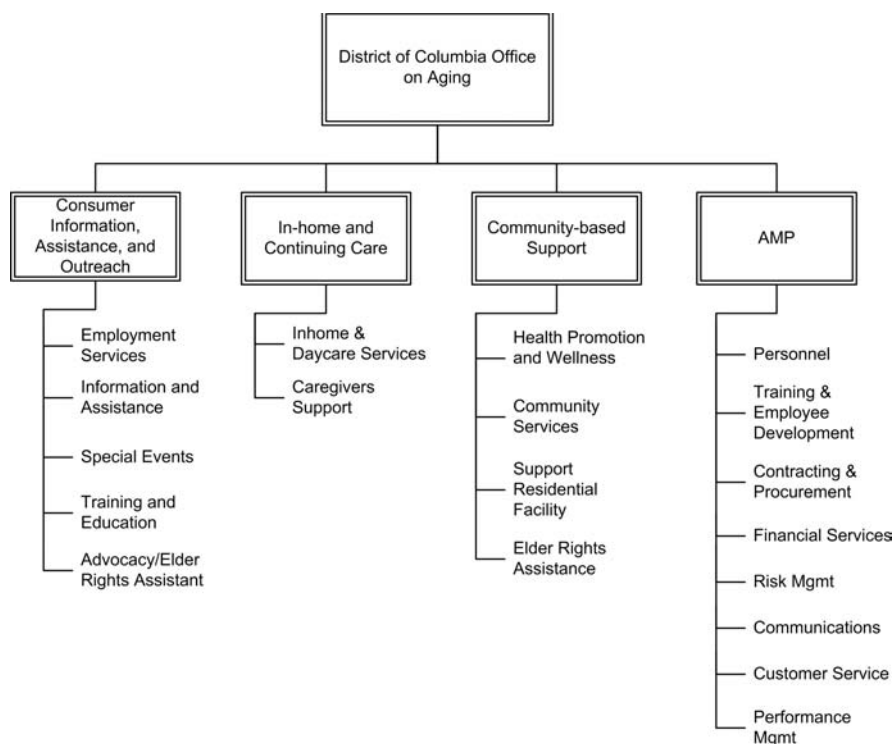
- Enhance elder caregiver and strengthen family support options as measured by number of caregivers participating in the Caregiver institute.
  - By FY 2005, the percentage of caregivers participating in the Caregiver Institute will increase 50 percent.
- Introduce seniors and the general public to aging issues through special events and public service announcements.
  - Increase the number of seniors attending special events by 10 percent.

## Expenditure by Program

The DC Office on Aging has the following program structure:

Figure BY0-1

### D.C. Office on Aging



## Gross Funds

The proposed budget is \$21,140,833, representing an increase of 2.1 percent over the FY 2004 approved budget of \$20,701,769. There are 26.0 total FTEs for the agency, no change from the FY 2004 approved budget.

## General Funds

**Local Funds.** The proposed budget is \$14,739,526, a decrease of \$13,643 from the FY 2004 approved budget. The Local funds budget support 14.0 FTEs, no change from the FY 2004 approved budget.

**Intra-District Funds.** The proposed budget is \$250,001, a decrease of \$29,999 from the FY 2004 approved budget. There are 3.0 FTEs supported by this funding source, no change from the FY 2004 approved budget.

## Federal Funds

The proposed budget is \$6,151,306, an increase of \$482,706 or 8.5 percent over the FY 2004 approved budget. The Federal funds budget support 9.0 FTEs, no change from the FY 2004 approved budget.

## Programs

The D.C. Office on Aging operates the following four programs:

### In-Home and Continuing Care

	FY 2004	FY 2005
Budget	\$6,249,568	\$9,397,595
FTEs	0.0	0.0

### Program Description

The **In-home and Continuing Care** program provides in-home and day care services and care-

giver support to District residents aged 60 and over and their caregivers so that seniors can remain in their own homes and caregivers can continue to provide care. This program provides services through the following activities:

- **In-home and Day Care Services** - provides day care, homemaker, nutrition, and case management services to frail District residents 60 years of age and older so they can remain in their homes.
- **Caregiver Support** - provides caregiver education, respite, stipends, and other services to eligible caregivers so they can continue to provide care.

#### Program Budget Summary

This program has a gross funds increase of \$3,148,027 or 50.4 percent over the FY 2004 approved budget of \$6,249,568. This includes a Local funds increase of \$2,114,680, and a Federal Grant funds increase of \$1,033,347. This change is due primarily to the redirection of funds from the Community Based Support program to reflect its current level of service delivery. The gross budget supports no FTEs.

#### Key Result Measures

##### Program 1: In-Home and Continuing Care.

*Citywide Strategic Priority Area(s):* Strengthening

Children, Youth, Families, and Elders

*Manager(s):* Karyn Barquin

*Supervisor(s):* Sherlyn Taylor, Program and Grants Administrator

##### Measure 1.1: Percent of homemaker and day care participants who remain in their homes for one year or more

	Fiscal Year		
	2004	2005	2006
Target	60	65	-
Actual	-	-	-

##### Measure 1.2: Percent of participants enrolled in the Caregiver Institute providing care for one year

	Fiscal Year		
	2004	2005	2006
Target	10	20	-
Actual	-	-	-

## Community Based-Support

	FY 2004	FY 2005
Budget	\$10,292,377	\$6,956,546
FTEs	0.0	0.0

#### Program Description

The **Community-Based Support** program provides residential facilities, elder rights assistance, health promotion, wellness, and community services to District residents aged 60 and over so they can live independently in the community and minimize institutionalization and to administer and monitor the provision of those services. These services are provided through the following activities:

- **Health Promotion and Wellness** - provides physical fitness, health screenings, and wellness information services to District residents aged 60 and over so they can increase their awareness of and adopt healthy behaviors.
- **Community Services** - provides nutrition, transportation, socialization, and counseling support services to District residents 60 years or older so they can maintain an active and independent lifestyle.
- **Supportive Residential Facilities** - provides housing, advocacy, and supportive services to District residents 60 years of age and older who cannot live independently and/or have limited housing options so they can be safe and receive care that meets their needs.
- **Elder Rights Assistance** - provides legal representation, advocacy, and assistance services to eligible District residents 60 years and older or their legal representatives so they can have legal issues addressed in a timely manner.

#### Program Budget Summary

This program has a gross funds decrease of \$3,335,831 or 32.4 percent under the FY 2004 approved budget of \$10,292,377. This includes a Local funds decrease of \$2,995,791, and a Federal Grant funds decrease of \$340,040. This change is due primarily to the redirection of funds to the In-Home and Continuing Care program as an offset to better reflect the FY 2005

funding for the current level of service delivery. The gross budget supports no FTEs.

### Key Result Measures

#### Program 2: Community Based Support.

*Citywide Strategic Priority Area(s):* Strengthening

Children, Youth, Families, and Elders

*Manager(s):* Sherlyn Taylor

*Supervisor(s):* E. Veronica Pace, Executive Director

**Measure 2.1: Percent of Wellness Center participants who increase their awareness and adopt healthy behaviors as indicated by improvements in their overall fitness levels**

	Fiscal Year		
	2004	2005	2006
Target	10	15	25
Actual	-	-	-

**Measure 2.2: Percent of elder rights assistance calls responded to within two days**

	Fiscal Year		
	2004	2005	2006
Target	70	75	75
Actual	-	-	-

**Measure 2.3: Percent of resolved complaints in the elder rights assistance activity**

	Fiscal Year		
	2004	2005	2006
Target	70	75	75
Actual	-	-	-

**Measure 2.4: Percent of community services participants who report that they were able to maintain an active and independent life style**

	Fiscal Year		
	2004	2005	2006
Target	70	75	77
Actual	-	-	-

**Measure 2.5: Percent of supportive residential facility clients reporting that care received meets their needs**

	Fiscal Year		
	2004	2005	2006
Target	75	80	82
Actual	-	-	-

### Consumer Information, Assistance and Outreach

	FY 2004	FY 2005
Budget	\$2,125,915	\$2,440,585
FTEs	0	0

### Program Description

The **Consumer Information, Assistance and Outreach** program provides information on aging, advocacy, special events, training, and education and employment services to District seniors and caregivers so they can be informed about aging issues and maintain independence. These services are provided through the following activities:

- **Employment Services** - provides employment assistance services to District residents at least 55 years of age who are seeking employment so they can gain and maintain employment.
- **Information and Assistance** - provides aging-related information, counseling and referral services to people requiring services for District residents 60 years or older so they can be connected to services they request.
- **Special Events** - provides socialization, information and recognition services to District residents aged 60 and over, so they can increase their awareness of services provided, expand their social network, and project a positive image of aging.
- **Training and Education** - provides training services to seniors, service providers, and the general public so they can enhance their knowledge and increase their skills about elderly issues.
- **Advocacy/Elder Rights Assistance** - provides legal representation, advocacy, and assistance services to eligible District residents 60 years and older or their legal representatives so they can have legal issues addressed in a timely manner.

### Program Budget Summary

This program has a gross funds budget increase of \$314,670 or 14.8 percent over the FY 2004 approved budget of \$2,125,915. This includes a Local funds increase of \$593,279, a Federal Grant funds decrease of \$243,906, and an Intra-District funds decrease of \$34,703. This change is due primarily to net effects of increased funding for the Advocacy/Elder Rights, Training and Education, and Employment Services activities and reduction in funding for the other activities. The gross budget supports no FTEs.

## Key Result Measures

### Program 3: Consumer Information, Assistance and Outreach.

*Citywide Strategic Priority Area(s):* Strengthening

Children, Youth, Families, and Elders

*Manager(s):* Sam Gawad; Bette Reeves

*Supervisor(s):* E. Veronica Pace, Executive Director

#### Measure 3.1: Percent of people who seek employment that are placed in jobs

	Fiscal Year		
	2004	2005	2006
Target	35	40	-
Actual	-	-	-

#### Measure 3.2: Percent of persons responding to a survey that were connected to appropriate resources

	Fiscal Year		
	2004	2005	2006
Target	75	80	-
Actual	-	-	-

#### Measure 3.3: Percent of survey respondents that respond favorably to an attended special event reporting that they increased their awareness of aging issues, that the social contact was beneficial, and that they had a positive image of aging as a result

	Fiscal Year		
	2004	2005	2006
Target	75	80	-
Actual	-	-	-

#### Measure 3.4: Percent of training and education survey respondents submitting favorable training evaluations, indicating enhanced knowledge and increased skills about elderly issues

	Fiscal Year		
	2004	2005	2006
Target	60	60	-
Actual	-	-	-

## Agency Management

	FY 2004	FY 2005
Budget	\$2,033,909	\$2,346,107
FTEs	26.0	26.0

## Program Description

The Agency Management program provides operational support to the agency so that they have the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency

Management program can be found in the Strategic Budgeting chapter.

## Program Budget Summary

This program has gross funds increase of \$312,198, or 15.3 percent over the FY 2004 approved budget of \$2,033,909. This includes a Local funds increase of \$274,189, a Federal Grant funds increase of \$33,305, and an Intra-District funds increase of \$4,704. This change is due primarily to the net effect of shifting of funds among the activities within the program. The gross budget supports 26.0 FTEs, no change from the FY 2004 approved level.

## Key Result Measures

### Program 4: Agency Management.

*Citywide Strategic Priority Area(s):* Making

Government Work

*Manager(s):* Cynthia Simmons; Sam Gawad;

Bette Reeves; Sherlyn Taylor

*Supervisor(s):* E. Veronica Pace, Executive Director

#### Measure 4.1: Dollars saved by agency-based labor management partnership project(s)

	Fiscal Year		
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost-savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2004. Cost-savings will be tracked for this measure for those projects that have cost-savings as their objective.

#### Measure 4.2: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year		
	2004	2005	2006
Target	5	5	5
Actual	-	-	-

#### Measure 4.3: Cost of Risk

	Fiscal Year		
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: This measure replaces "Percent reduction of employee lost work-day injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will

seek to achieve reductions in the Cost of Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost of Risk formula (1/9/04).

**Measure 4.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression**

	Fiscal Year		
	2004	2005	2006
Target	4	4	4
Actual	-	-	-

**Measure 4.5: Percent of Key Result Measures achieved**

	Fiscal Year		
	2004	2005	2006
Target	70	70	70
Actual	-	-	-